

[11:17 AM] [REDACTED]

Hello this is [REDACTED] with Goodwill reaching regarding case number-[REDACTED]. I will have to return this case as the reimbursement type should be under Roadside per **DOC ID:** [REDACTED] have any questions please reach out.

[11:18 AM] [REDACTED]

I have never submitted these as roadside during the part delays

[11:25 AM] [REDACTED]

[REDACTED] (C) please return it. I have been waiting so I can change it over.

[11:27 AM] [REDACTED]

I will return it when I get the chance to do so. I am currently on another case and about to go to lunch.

[11:29 AM] [REDACTED] (C)

I will ask another to assist then as I fix mine right away

[11:33 AM] [REDACTED]

I have already started this and will finish it when I get back from lunch.

[11:42 AM] [REDACTED]

It is all done. I had to redo the letter and done the second submit for approval. unlike others, I dont let my GW notifications sit and wait. I do them right away

[11:56] [REDACTED] (C)

Did someone already return it? I never said it would take me all day. I stated I would complete it once I was back from break.

[12:00 PM] [REDACTED]

yes, i called the help desk. I do not sit and wait. when GW tells me something needs to be fixed, I do it. I dont wait.

[12:02 PM] [REDACTED]

That understandable but you did not even give me the time to do it on my end.

[12:02 PM] [REDACTED]

I did. I asked you to return it.

[12:03 PM] [REDACTED]

you messaged me that you would need to return it and then didnt return it.

[12:03 PM] [REDACTED]

And I told you I would do it as soon as I returned from lunch. I have to follow my schedule as do you.

[12:04 PM] [REDACTED]

You should have returned it when you sent that first message. You will find if you get my cases in the future that I do not wait.

[12:07 PM] [REDACTED]

I do not go by your rules I go by my department rules so in the future allow me time to finish the case before you call the help desk to do it for me. Thanks in advance and have a great day.